

PUBLIC NOTICE

The Hyde County Utilities Department is now accepting applications for one Billing and Collection Manager.

Must possess a Driver's License valid in the State of North Carolina.

Requires any combination of education and experience equivalent to graduation from high school.

The salary range is - \$31,324-\$48,550. Hyde County provides an employee benefits package, including membership in the NC Local Government Retirement System.

All applicants must complete a Hyde County application form found at (www.hydecountync.gov) or obtain an application from the Utilities Department. A resume may be attached, but is not a substitute for an application. Incomplete or unsigned applications will not be accepted.

**All applications must be returned by July 17, 2015 by 5p.m. to the
Hyde County Utilities Department
1095 Main St.
PO Box 66
Swan Quarter, NC 27885**

Hyde County is an Equal Opportunity Employer.

Billing and Collections Manager

General Statement of Duties

Performs responsible administrative, fiscal and customer service work for the Water Department.

Distinguishing Features of the Class

An employee in this class performs supervisory, administrative, fiscal and customer service work for the County's water billing and collections function. Work includes balancing the daily receipts, preparing daily and monthly accounting reports, resolving difficult customer complaints, making adjustments to customer accounts and preparing the delinquent cut-off list for unpaid accounts if warranted. The work also includes supervising the Water Billing Technician, ensuring accurate billing and collections records and administrative support to the department including maintaining a variety of tangible and automated files and preparing and verifying a variety of reports and records. Duties require multiple procedural steps, considerable knowledge of the water billing collection process and procedures and of related computer applications. Duties also include considerable public contact functions and require considerable tact and courtesy to resolve difficult complaints and the ability to diffuse angry customers. Work is performed under the supervision of the Water Department Director and is evaluated through conferences, by accuracy and timeliness of billing and collections, reports and feedback from customers.

Duties and Responsibilities

Essential Duties and Tasks

- Manage all water billing and collections functions; monitors multiple billing cycles and assures that all billings are completed on a timely basis in order to meet established deadlines.
- Assists with and/or performs all billing and collections activities as needed based on workload or absences in the office.
- Balances cash drawer daily and balances total daily receipts; keys entries and runs batch reports; prepares bank deposits and daily and monthly accounts receivables reports for the Finance Department; sets up electronic draft payment accounts and prepares monthly diskette for the bank.
- Monitors delinquent accounts; processes bad checks, assesses bad check fees and notifies customers; authorizes termination of service for non-payment and prepares cut-off lists; assesses reconnection fees and notifies delinquent customers of payment requirements for reconnection.
- Assists customers, clients, and visitors with information in accordance with departmental policies; collects and receipts payments and posts to customer accounts; answers inquires and complaints from customers, researches problems and provides answers to questions; handles

more difficult or complex customer issues; makes billing adjustments to bills for leaks, meter over-reads or other unusual circumstances; provides necessary service letters for customers to obtain permits.

- Supervises the Water Billing and Collection Technician; participates in hiring, trains, coaches and monitors performance for accuracy and customer relations.
- Provides administrative support to the department as well as limited support to other departments; establishes and maintains a variety of files and records; orders or approves orders of supplies; prepares and submits purchase orders and requisitions as needed; opens and distributes mail; provides input into the department's budget and monitors administrative expenses; makes meeting and travel arrangements; prepares and sends correspondence; prepares billing and collection reports; reviews departmental timesheets in absence of the Director.
- Provides all necessary information for the counties audit report done annually.

Additional Job Duties

- Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Considerable knowledge of the County's ordinances, policies, procedures and billing cycles as they relate to water billings.
- Considerable knowledge of modern office procedures and related office information technology equipment, software, and peripherals particularly the water billing and collections software application.
- Working knowledge of state statutes related to utility billing collections functions.
- Working knowledge of water meter reading operations.
- Working knowledge of accounting principles and practices.
- Working knowledge of the County's administrative, accounting, budgeting, purchasing and personnel policies and procedures.
- Skill in the use of information technology equipment and associated software products such as word processing, spreadsheets and databases used in utility billing processes including the

development of forms, form letters, tables, spreadsheets, data bases, etc. to compile records and generate reports.

- Ability to create and maintain accurate records, reports, and files in support of a utility billing, collection and customer service operation.
- Ability to operate calculator, computer, and related office equipment at the required level of speed and accuracy.
- Ability to organize and coordinate the activities of a billing and collections function to ensure timelines are met and procedures are followed effectively.
- Ability to supervise, train and monitor the work of employees involved in billing, collections and customer service functions.
- Ability to communicate effectively in oral and written forms.
- Ability to establish and maintain effective working relationships with supervisors, coworkers, customers and the general public.
- Ability to deal effectively with the public in a tactful, firm and effective manner while conducting the County's business.

Physical Requirements

- Must be able to physically perform the basic life operational functions of stooping, crouching, lifting, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Must possess the visual acuity to prepare and use figures and statistics, to operate a computer terminal, to do extensive reading and to determine accuracy of work performed.

Desirable Education and Experience

- Graduation from a college or university with an Associate's degree in business, accounting or related field and experience in a billing operation involving public contact and use of billing and collection software; or an equivalent amount of education and experience.